Job Description for Professional Posts

Position and Grade:	IT Systems Engineer (P-3)
Organizational Unit:	Customer Service and Operation Section
	Division of Safeguards Information Management
	Department of Safeguards
Duty Station:	Vienna
Type/Duration of Appointment:	CFE, 07/ICO-003

Organizational Setting

The Division of Information Management (SGIM) comprises four sections and provides the Department of Safeguards with services of data processing, secure information distribution, information analysis and knowledge generation necessary to draw independent, impartial and credible safeguards conclusions.

The Section for Customer Services and Operations (ICO) is responsible for 24/7 quality computer services to Safeguards, through provision and operation of secure information technology and communications (ITC) infrastructure at headquarters, regional offices, and other remote Safeguards sites and to inspectors in the field, through provision of secure electronic data management systems (databases and electronic repositories), through design, implementation, and control of IT security architectures and processes to support the Department's information security requirements, and through quality customer support to ensure that Safeguards staff have the approved electronic tools and information required for their work.

SGIM Customer Services and Operations are run in compliance with best practices defined by international standards in particular ITIL and ISO 17799, while the development of the infrastructure and database landscape will follow best practices project management, in tight coordination with the section for Information Architecture and Projects. ICO, which operates within an environment where protection of confidential information is paramount, is constituted of three technical units and a support unit.

The Customer Services Unit (CSU) provides a single support focal point for Safeguards staff, regardless of their location, in their use of Safeguards equipment, IT and communications systems through understanding staff needs and negotiating agreements on service levels; managing software configurations and infrastructure changes; handling the standards-based service requests (equipment, IT, communications), incident and problem resolution; and managing the electronic identities of customers and their assignment to roles, following specific policies and appropriate approvals.

Main Purpose

As a member of a team led by the Unit Head, the IT Systems Engineer will:

- Advise on planning, design, and implementation and control the installation and maintenance of hardware and software, contributing towards ensuring that the capacity, reliability and availability of Safeguards end user IT equipment meets the requirements of the organization, ensuring that SG staff have the IT equipment and software specifically standardized and configured for approved SG information handling, including regular lifecycle replacement of this equipment.
- Support the CSU Desktop engineering team and be responsible for providing technical leadership and proactive security measures for the Safeguards Secure Desktop and other projects.

Role

- To provide engineering and project expertise to enhance the support and development of the a reliable and secure SG LAN.
- To participate in the implementation of the Network Security in SG. The IT Systems Engineer performs the roles of Engineer, project manager, and technical expert.

Partnerships

The IT Systems Engineer guides and provides technical advice both within and outside the Department of Safeguards (eg. MTIT). He/She also provides SG Staff, external specialists and service providers with problem solving and cross-sectional project delivery.

Functions / Key Results Expected

Under the supervision of the Unit Head ICO, the incumbent will:

- Manage IT projects on a daily basis to ensure that projects produce the required results to include the planning and monitoring of projects, directing and motivating project teams and creating project documentation using a formal approach that provides a methodology for controlling all components of a project.

- Develop procedures and standards for Safeguards -wide IT infrastructure management.

- Investigate and resolve IT Service related problems to improve IT Services delivery to the Department of Safeguards.

- Develop, propose and recommend IT security solutions and operational support options ensuring the security and integrity of the operational IT environment.

- Assess ways to exploit new technologies to address complex business, organizational and technical issues and their applicability within the overall Safeguards ICT strategy.

Knowledge, Skills and Abilities

- Thorough knowledge of IT infrastructure: Windows, networking, desktop security.

- In-depth knowledge of information systems security principles, practices and technologies.

- Good knowledge of current developments in IT.

- Knowledge of the following technical fields is desirable: MS XP, MS Vista, Active Directory Management, Group Policy, Desktop Security

- Knowledge of the principles, practices and processes of ITIL for service management, and project management methodologies.

- Ability to work effectively in a team environment.

- Excellent problem-solving skills.

- Good interpersonal skills in interacting with customers, colleagues and other technical staff in a courteous and friendly manner, and a positive goal-oriented attitude in the workplace.

- Ability to work in a multicultural environment with sensitivity and respect for diversity.

Education, Experience and Language Skills

- University degree or equivalent in Computer Science, Information Technology or related technical discipline.
- At least four years of Microsoft Systems Engineering and Architecture experience including at least one year in Desktop Operating systems management.
- Fluency in written and spoken English essential. Knowledge of German and/or another official Agency language (i.e. Arabic, Chinese, French, Russian, Spanish) an advantage.

Internal Human Resources use only:	
Effective Date:	
Occupational Group(s):	
Post Number:	